



**MCIS**  
**Non-Profit Language Services**  
**Professional Interpretation, Translation and Training**

**How to Use MCIS Non-Profit Language Services**

***Booking an Interpreter***

- Go to [www.mcis.on.ca](http://www.mcis.on.ca) and click on *Request an Interpreter*, fill out and send in the order form; if you prefer to call you can reach a live operator 24/7 at 416-426-7051 or 888-236-8311
- Try to book an interpreter as soon as you establish the need; let us know when you have an emergency timeframe or other special circumstances
- To book a specific interpreter, or should you have a gender preference, please mention it in your request
- You will be asked for either a reference or case number and the name of the client
- Please provide your cell phone number to facilitate urgent communication
- For conference calls, make sure you specify the contact number you would like the interpreter to use for the call
- When you expect a face-to-face assignment to last longer than the minimum time, please let us know so we can block off enough of the interpreter's time
- Always inform MCIS and the interpreter of any known risks to the health or safety of the interpreter

***After You Book an Interpreter***

- Affirmation by us with a reference number serves as confirmation
- Expect a confirmation or status update with a reference number within two business days after placing a request that is more than five business days away. If you do not hear from MCIS within that timeframe, or the timeframe you specified when you placed the request, please contact us immediately
- Should an interpreter not reach you at the expected time, please contact MCIS immediately, so we can find out where the interpreter is and offer a solution

***Things to Keep in Mind***

- MCIS provides free staff training on how to use interpreters and give feedback
- Do not book directly with the interpreter as it creates confusion and can lead to missed appointments
- After every interpretation please go on-line and fill out a feedback form (See How to Work with and Provide Feedback on MCIS Interpreters)

E-mail: [info@mcis.on.ca](mailto:info@mcis.on.ca)  
Website: [www.mcis.on.ca](http://www.mcis.on.ca)  
Address: 608 - 789 Don Mills Rd.  
Toronto, ON M3C 1T5

Main line: (416) 426 7051  
Training line: (416) 426 7014  
Toll Free line: (888) 236 8311  
Fax line: (416) 426 7118



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**How to Work with and Provide Feedback on MCIS Interpreters**

At MCIS the quality of our service is critical to our clients and our business. As part of our continuous quality improvement program we request that after every assignment you fill out our on-line interpreter feedback form at: [www.feedback.mcis.on.ca](http://www.feedback.mcis.on.ca)

Under “**Feedback from Customers**”, choose “**The Interpreter who provided the service**”

The feedback you give will help us improve the quality of our service. Interpreters are ranked based on this feedback and negative feedback could result in a warning, re-education and/or disciplinary action.

An MCIS interpreter will:

- Introduce themselves and state their role in both languages at the start of each visit
- Not engage in private conversation or disclose personal information
- Remain impartial
- Interrupt for clarifications
- Reveal and correct errors which may have occurred in the interpretation
- Interpret the meaning and intent of everything spoken without additions or deletions – no opinions or cultural explanations
- Speak in the first person

A service provider should:

- Allow the interpreter to introduce themselves to both parties
- Always speak directly to the Non-English speaking person
- Speak in short sentences and at a comfortable pace
- Minimize the use of jargon and technical terminology
- Request sight translation, if needed
- NOT leave the interpreter alone with the Non-English speaking person
- NOT request that the interpreter provide written translation without the disclaimer
- NOT ask the interpreter to explain procedures

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**The Need for Professional Interpretation**

Using a non-professional can leave you liable for damages if the interpreter:

- Has not been tested in both languages, he/she may not have the vocabulary to accurately interpret
- Does not have insurance to cover liability and damages resulting from incorrect interpretations
- Does not adhere to confidentiality policies and privacy laws
- Does not remain impartial and unbiased
- Does not stay true to the actual message and may decide to embellish, create or delete parts of the message on behalf of either party or add personal opinions
- Believes that he/she knows the answers better and coaches one of the parties
- Is unethical and uses his/her knowledge for personal gain or engages in private conversations with either party
- Has a criminal record or may know the Non-English Speaking Person and not disclose this to the service provider
- Is unprofessional in conduct, attire, or timeliness

You can avoid these issues by using MCIS' Certified Professional Interpreters. The service is free in certain cases and the interpreters:

- Are certified and tested in both languages
- Abide by a Code of Ethics
- Pass Criminal Reference Checks
- Are covered by Errors & Omissions Insurance
- Sign a Privacy Policy and a Code of Business Conduct which prohibits the disclosure of any personal information to unauthorized individuals or parties. Graduate with over 100 hours of in-class and approximately 200 hours of on-line training, including specialized experiential modules in legal, healthcare and social services terminology

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**Quality of Language Services**

**1. In-Person Professional Simultaneous Interpretation**

The highest level of interpretation, it occurs in real-time, and therefore takes no extra time to interpret, but the skill-set required for the interpreter is very high.

**2. In-Person Professional Consecutive Interpretation**

The same quality as simultaneous interpretation, but it will take twice as long to complete, because the speaker must stop to let the interpreter speak.

**3. Video Professional Interpretation**

Video interpretation quality is estimated at approximately 80% of in-person interpretation. This is due to the lack of full physical signals. Response time is fast for Video with an interpreter available within typically 5 minutes of the request.

**4. Video/Smartphone Professional Interpretation**

Video/Smartphone interpretation quality is estimated at approximately 75% of in-person interpretation. This is due to the lack of full physical signals. Response time is fast for Video with an interpreter available within typically 5 minutes of the request. You can carry access to the video interpreter with you globally on your Smartphone ideal for emergency service.

**5. Instantaneous Phone Professional Interpretation**

Phone interpretation can take up to five times longer than in-person or video interpretation. The quality is estimated at approximately 30% of in-person interpretation. This is due to the complete reliance on vocabulary with no visual or physical signals. Response time is fast for Phone with an interpreter typically available within 60 seconds of the request.

**6. Professional Transcription**

Transcription is from an audio or visual medium to written medium and can be into the same language (English to English) or into another language (English to Spanish). The skill-set required is high and it can take up to 12 times as long to complete, as the length of the original audio/video file.

**7. Professional Translation**

Translation deals with written communication into another language. The integrity of the message is maintained by ensuring the correct register, cultural context and localization. Translators require a very high skill-set and must be certified.

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